



# Complaints Policy

*Part of the BYO Conduct and Behaviour Policy Suite*

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Britannia Youth Organisation CIC is a Community Interest Company registered in England and Wales.  
Company No. 12515346 | Registered Address: 36 St Joseph's Rd, Ward End, Birmingham, B8 2JU

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Approved By	Hassan Kingsley, Governor
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## 1. Policy Statement

We welcome and encourage feedback from all those we work with, including parents, young people, supporters, and partner organisations. We are committed to learning and improving so we can offer the best service for all those we support.

Receiving feedback and responding to complaints is an important part of improving The Britannia Youth Organisation's accountability. Ensuring our stakeholders can hold us to account will improve the quality of our work in all areas.

**Values Connection:** Our commitment to accountability and continuous improvement aligns with our **Organisational Values and Inclusion Framework**.

## 2. Scope

This policy applies to The Britannia Youth Organisation and covers all our operations. A complaint can be made by any supporter, partner organisation, community member, individual with whom we work, or any member of the public, whether based in the UK or elsewhere.

### Important Distinctions

**This complaints policy is for external complaints about our services or conduct.**

**Different procedures apply for:**

- **Staff complaints or grievances:** Covered by our separate Grievance Policy
- **Safeguarding concerns:** Follow our **Safeguarding Policy Framework, Child Protection Procedures, or Adult Safeguarding Procedures**
- **Allegations against staff/volunteers:** Use **Managing Allegations about Staff and Volunteers** procedures
- **Whistleblowing concerns:** Report through our **Whistleblowing Policy**
- **Bullying incidents:** Follow our **Anti-Bullying Policy**

**Important Note:** Where a complaint raises or implies a safeguarding concern, this complaints procedure will be paused and our **Safeguarding Policy Framework** will be followed until we are satisfied the safeguarding issue has been addressed.

### 3. What is a Complaint?

A complaint is an expression of dissatisfaction about our standards of service, actions, or lack of action by The Britannia Youth Organisation, our staff, or volunteers. It is a criticism that expects a reply and would like things to be changed.

#### Examples of Complaints Include:

- Concerns about the quality of our programme delivery
- Concerns about our fundraising approaches or campaign actions
- Concerns about the behaviour of our staff or volunteers
- Dissatisfaction with how we've handled a situation
- Issues with accessibility or inclusion
- Concerns about communication or information sharing
- Problems with facilities or equipment

#### A Complaint is NOT:

- A general inquiry about our work
- A request for information
- A contractual dispute
- A request to update records (e.g., correct an address, cancel a donation)
- A request to unsubscribe from our services
- A **safeguarding concern** about bullying, abuse, harm, or exploitation (these should be reported immediately to our Designated Safeguarding Lead (DSL))
- **Whistleblowing concerns** about wrongdoing (use our **Whistleblowing Policy**)

**Safeguarding Priority:** If your complaint involves any safeguarding concerns, please contact our DSL immediately using the contact details below.

**Please note:** We cannot investigate complaints that are currently being investigated by regulatory bodies or other legal authorities. Such issues will be dealt with by the relevant regulatory body.

## 4. Who Can Make a Complaint?

Anyone can make a complaint, including:

- Young people using our services
- Parents and carers
- Supporters and donors
- Partner organisations
- Community members and individuals we work with
- Members of the public (individuals, companies, or other entities)
- People acting on behalf of any of the above (with appropriate consent)

### Supporting Young People to Complain

We recognize that young people may need additional support to make complaints. We will:

- Provide age-appropriate information about how to complain
- Offer different ways to make complaints (verbal, written, through advocates)
- Ensure young people feel safe and supported throughout the process
- Respect their right to confidentiality
- Consider their individual communication needs

**Advocacy Support:** Young people can ask for support from parents/carers or independent advocates when making complaints.

## 5. How to Make a Complaint

### Stage 1: Informal Resolution

We encourage you to first try resolving your concern informally by speaking directly with a member of our staff or volunteers involved. Many issues can be sorted out quickly this way. We aim to respond to informal concerns within **5 working days**.

#### For informal concerns, contact:

- Any member of BYO staff during activities
- **Main Office:** 0121 448 7378
- **Email:** britanniayo@gmail.com

### Stage 2: Formal Complaint

If your concern cannot be resolved informally, or if you prefer to make a formal complaint from the start, please contact us with the following information:

#### What We Need From You:

- Your name and contact details
- Details of your complaint, including dates and names of people involved
- What outcome you're hoping for
- Any supporting evidence or documentation
- Whether you consent to us sharing information with relevant people to investigate

**We also accept verbal complaints** - if you cannot write to us, please call and we'll take down the details for you.

#### How to Contact Us:

**Email:** britanniayo@gmail.com

**Phone:** 0121 448 7378

**Post:** Britannia Youth Organisation CIC, 36 St Joseph's Rd, Ward End, Birmingham, B8 2JU

Please mark your communication "FORMAL COMPLAINT"

## 6. Our Complaints Process

### Step 1: Acknowledgment

We will acknowledge your complaint within **3 working days** and let you know:

- Who will be handling it
- What happens next
- Expected timescales
- Your right to support/advocacy

### Step 2: Investigation

We will investigate your complaint fairly and proportionately. This may involve:

- Reviewing relevant documents and records
- Speaking with staff or volunteers involved
- Gathering additional information as needed
- Consulting with relevant managers or the DSL if safeguarding elements arise

**Investigation will be conducted by:** Someone independent of the complaint who has appropriate authority to investigate and resolve the matter.

### Step 3: Resolution

We aim to resolve complaints within **20 working days**. If we need longer, we'll keep you updated on progress and explain why additional time is needed.

### Step 4: Response

We will write to you with:

- Our findings
- Any action we plan to take
- An apology if we got things wrong
- Information about what happens next if you're not satisfied
- Details of any changes we'll make as a result

## 7. If You're Not Happy with Our Response

If you're not satisfied with how we've handled your complaint, you can:

### Internal Review

- Ask us to review our decision (within **28 days** of our response)
- This will be conducted by a senior person not involved in the original investigation
- We'll respond within **20 working days**

### External Options

- **Charity Commission** (for charity-related concerns)
- **Information Commissioner's Office** (for data protection issues)
- **Local Government Ombudsman** (for local authority funded services)
- **Citizens Advice** for independent guidance
- **Legal advice** if appropriate

### Specific Escalation Routes

- **Safeguarding concerns:** Contact Birmingham Safeguarding Children Board or Birmingham Safeguarding Adults Board
- **Criminal matters:** Contact police
- **Professional misconduct:** Contact relevant professional bodies



## 8. Key Contacts

### Complaints Handling

**Main Contact:** 0121 448 7378

**Email:** [britanniayo@gmail.com](mailto:britanniayo@gmail.com)

**Complaints Handler:** Joshua William Hall (07925 328 728, [joshuahall@britanniayo.com](mailto:joshuahall@britanniayo.com))

### Safeguarding Concerns

**Designated Safeguarding Lead (DSL):** Joshua William Hall

- Mobile: 07925 328 728
- Email: [joshuahall@britanniayo.com](mailto:joshuahall@britanniayo.com)

**Deputy DSL:** Hassan Alexander Kingsley

- Mobile: 07597 874 222
- Email: [hassankingsley@britanniayo.com](mailto:hassankingsley@britanniayo.com)

### Alternative Reporting

**Whistleblowing:** If your concern relates to wrongdoing within the organisation, see our **Whistleblowing Policy** for alternative reporting routes.

## 9. Confidentiality and Record Keeping

We treat all complaints confidentially and in line with our **Data Protection Policy**. We keep records of complaints to help us learn and improve our services.

### Information Sharing

Personal information is only shared with those who need to know to investigate and resolve your complaint. This may include:

- The complaints handler
- Relevant managers
- Staff or volunteers involved
- The DSL (if safeguarding elements arise)
- External agencies (if required for investigation or child protection)

### Data Protection

- All complaint records are stored securely
- Information is retained in accordance with our data retention schedule
- You have rights regarding your personal data as outlined in our **Data Protection Policy**

## 10. Special Considerations

### Safeguarding Integration

Where complaints touch on safeguarding matters:

- The DSL will be informed immediately
- Safeguarding procedures take priority
- The complaint may be paused while safeguarding issues are addressed
- We'll keep you informed about how both processes will work together

### Anonymous Complaints

- We accept anonymous complaints but investigation may be limited
- We cannot provide feedback on outcomes to anonymous complainants
- Anonymous complaints about safeguarding will still be investigated

### Vexatious or Persistent Complaints

- We reserve the right to limit contact with persistent complainants
- Clear criteria will be applied fairly and reasonably
- Decisions will be reviewed regularly

## 11. Learning from Complaints

We take complaints seriously as opportunities to improve. We will:

- Keep records of all complaints and their outcomes
- Report regularly to our **Board of Directors** on complaint trends
- Update our risk register based on complaint patterns
- Use complaint feedback to improve our policies and practices
- Share learning (anonymised) with staff and volunteers
- Include complaint analysis in annual reviews

### Quarterly Reporting

The Board of Directors receives quarterly reports on:

- Number and types of complaints
- Resolution rates and timescales
- Trends and patterns
- Actions taken to improve services
- Safeguarding implications

## 12. Training and Support

### For Staff and Volunteers

- Training on handling complaints appropriately
- Understanding when to escalate to complaints procedure
- Recognizing safeguarding elements in complaints
- Maintaining confidentiality and professionalism

### For Complainants

- Information about the complaints process
- Support to access advocacy if needed
- Clear communication throughout the process
- Respect for individual communication needs

## 13. Related Policies

This policy should be read alongside:

- Safeguarding Policy Framework
- Child Protection Procedures
- Adult Safeguarding Procedures
- Whistleblowing Policy
- Anti-Bullying Policy
- Managing Allegations about Staff and Volunteers
- Code of Conduct Policy
- Code of Behaviour Policy
- Data Protection Policy
- Equality, Diversity and Inclusion Policy
- Organisational Values and Inclusion Framework

## 14. Policy Review and Updates

This policy will be reviewed:

- **Annually** as a minimum
- Following any significant complaints or incidents
- When related legislation or guidance changes
- Based on complaint trends and learning

### Document Control:

- This policy forms part of BYO's accountability framework
- All staff receive training on appropriate complaint handling
- Complaint data is used to improve services and policies

### Reviewed by:



**Hassan Kingsley, Governor**

Date: 17/06/2025

Next Review Date: 17/06/2026

*This policy forms part of BYO's commitment to safeguarding and should be read alongside our complete Safeguarding Framework.*

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